



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

[www.dmas.state.va.us](http://www.dmas.state.va.us)

# MEDICAID MEMO

**TO:** All Providers Participating in the Virginia Medical Assistance Program and Managed Care Organizations Providing Services to Virginia Medicaid Recipients in Transportation Regions 2, 3, 4 and 7

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**MEMO** Special

**DATE** 12/10/02

**SUBJECT:** Cancellation of DynTek Contract/Transition to LogistiCare

I am writing to advise you that DMAS and DynTek have agreed to cancel our contract for non-emergency transportation brokerage services for the Medicaid program, effective **December 16, 2002**. As of **December 16, 2002**, DynTek will no longer provide Medicaid non-emergency transportation brokerage services. LogistiCare, the Medicaid non-emergency transportation broker which has been serving three other regions of Virginia, will be providing services to all areas of Virginia beginning December 16, 2002.

LogistiCare may be contacting your transportation coordinator or caseworker to confirm the transportation needs of your Medicaid recipients. DMAS and LogistiCare will be working together with the Virginia Medicaid non-emergency brokerage transportation providers to assure that the transportation needs of the Virginia Medicaid population are met.

Both DMAS and LogistiCare understand the immense responsibility in coordinating transportation for the Medicaid recipients receiving care/treatment at your facilities. LogistiCare will be closely coordinating this effort to ensure a smooth transition.

Should you have any questions or concerns about transportation, please call LogistiCare on their **Facility Assistance line at 1-866-679-6330**. If you have changes to your recipients' schedules, please forward any updates via fax to the **LogistiCare Facility Assistance fax line at 1-866-679-6329**.

Should you need additional information from DMAS, please contact the appropriate person listed below:

**DMAS Transportation Contract Monitors**

Regions 2, 3, 4, 7      Jim Nogle 804-371-8855  
Regions 1, 5, 6      Bernie Pomfrey 804-786-0161

Thank you very much for your cooperation and assistance during this transition. It is greatly appreciated!!!

**COPIES OF MANUALS**

DMAS publishes copies of its provider manuals and provider manual up-date transmittals on its website at [www.dmas.state.va.us](http://www.dmas.state.va.us). The provider manuals and transmittals can be viewed on and printed from the website. The transmittals describe the updated materials and manual chapters and pages revised. For a list of updates, click on "up-date transmittals" in the "Provider Manuals" column. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

**"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.